



# Ballakermeen High School Information Sheet



## Smart Cards

*This information sheet has been produced as a result of parent feedback at the Ballakermeen High School Association*

### **What is the Smartcard?**

The smartcard is similar in size, shape and purpose to a bank cash card but serves more than a single purpose at school. The aim of the card is to increase security by reducing the amount of money that students carry with them in school. The smartcard has your photograph on it so that nobody can use it but you.

### **What is the Smartcard used for?**

The most common use of the card is to pay for meals (breakfast, break time snack and lunch) but we will soon be expanding the use of the card to allow you to pay for items of stationary, which is available from the reception desk and printing & photocopying in the Learning Resource Centre (LRC). Money is transferred to the card as credit (see below) and the card is handed in at the point of sale and the appropriate amount deducted. The smartcard is also used as a library card, a bus pass for students staying for after school clubs and in the case of Years 7 & 8 to gain access to toilets dedicated for their sole use.

### **How do I put money on to my Smartcard?**

There are three ways in which this is done:

1. You can bring cash into school and use the machine in the school foyer to add it to the card (if you are new to the school you will be shown how to do this).
2. Your parents can send in a cheque which must have your name and tutor group written on the back. The cheque is then 'posted' in the collection box on the reception desk at the start of the day and the amount will be credited to your smartcard before break time.
3. Your parents are given instructions on how to add money to you card over the Internet so that this can be done from home or work at anytime of day or night.

### **How can I see how much money I have left on my card?**

Simply insert your smartcard into the machines in the school foyer and your balance will appear on the screen. The school is currently exploring ways which will allow your parents to check your balance over the Internet.

### **How do I use my smartcard?**

To pay for meals and equipment you simply hand your card to the person behind the desk or counter. They will then swipe it through the till to deduct the appropriate amount. To use the card to take books out of the library hand it to the librarian with the book/s you wish to borrow. To use the card to gain access to toilets swipe it through the slot fixed to the side of the door (when you want to get out of the toilet room use the button just inside the door).

### **Can my parents see what I've been buying?**

Yes. Your parents need to contact the reception desk and a statement of everything you've bought, when you've bought it (days and times) and how much it has cost can be printed off. Parents can also request that a limit of how much you can spend per day be applied to your smartcard to make sure that you don't overspend.

### **What will happen if I deface my smartcard?**

The information on your smartcard, including the photograph, means that nobody else can use your smartcard. This keeps the money that you put onto it safe and prevents other people from taking books out of the library in your name. If you lose your smartcard the details on it can be used to return it safely to you. Under no circumstances must you draw on your smartcard, put holes in it for use with a keyring or cut into it with scissors. If you deliberately deface or damage your smartcard then canteen, library and reception staff may refuse to serve you and you will be issued with a £5 fine to replace it.

### **What happens if I lose or accidentally break my smartcard?**

Don't panic, this happens from time to time. The first thing you must do is go to the reception desk and either let them know that you have lost your card or hand in your broken one. It could be that a lost card has been handed in and reception will return it to you. You will be given a temporary smartcard to which the credit from your old card will be temporarily transferred. The temporary card can only be used for lunches and may be used only once per issue, the kitchen staff will keep the card once you have purchased your meal. Each replacement card after that will cost you £1. If you ask for a replacement first thing in the morning it will be ready for collection at break time, if you ask for it a break it will be ready for collection at lunch time, if you ask for it at lunch time it will be ready for the collection the following morning.

### **I forgot to put money on my smartcard; I don't have enough for lunch!**

If you forget to put money onto your smartcard you must first see if your parents are able to bring money into school, or use the online service to put credit onto your card. If this is not possible then Year 7 students may borrow a credit amount of £2.35 to buy lunch; this will be deducted from your card the next time money is put onto your card and we will contact your parents to let them know what has happened. For other year groups the foyer will contact your parents to let them know that we are loaning you money and that it must be repaid with cash the following day.

We are always happy to receive feedback/comments about any aspect of the school